

22 Surveys received									
<b>September, 2006</b>		Poor					Excellent		
		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>N/A</b>	
1	Prompt Service				3	4	14	1	
2	Willingness to help you				1	6	14	1	
3	Accuracy				1	7	12	2	
4	Knowledge					6	15	1	
5	Courtesy					5	16	1	
6	Individualized attention			1		5	15	1	
<b>Front Counter</b>									
7	Our telephones were answered promptly				3	7	6	1	
8	Our office hours are convenient		1	1	3	8	4	1	
<b>Plan Exam</b>									
9	Phone calls were returned in timely manner			1	2	6	6	2	
10	Our forms are understandable	1			4	3	6	3	
11	Our correspondence is understandable			1	1	5	6	3	
<b>Inspection</b>									
12	Our Inspectors are accessible				1	8	12	1	
13	Our inspection hours are convenient	1				9	11	1	
<b>TOTALS</b>		<b>2</b>	<b>1</b>	<b>4</b>	<b>19</b>	<b>79</b>	<b>137</b>	<b>18</b>	<b>260</b>
<b>Percentage</b>		<b>1%</b>	<b>0%</b>	<b>2%</b>	<b>7%</b>	<b>30%</b>	<b>53%</b>	<b>7%</b>	

## **Department of Building Inspections Customer Survey Comments**

### **WHAT DID WE DO WELL?**

During every step of the process, I met very knowledgeable, courteous, helpful professionals. My experience as a first time applicant was very positive. I especially appreciate the extension of deadlines without penalty.

Very informative and helpful.

The building inspector I had was excellent! \* Billy Lattarulo \*

Turnaround time!

They came out to inspect & sign off on this issue the very next day. When he was very busy. (sic)

Telling the truth and inspect thoroughly. (sic)

Butch was here 1 time & Mike was here 2 times – all went well with both of them. (sic)

Don't know – we applied for this permit 5 years ago.

Plan review was fair and complete – field inspector was personable and helpful.

Plan examiner, Maryetta Rhude went above & beyond. Ms. Rhude is to be commended for her professionalism, knowledge and assistance on a very difficult project. (Permit #B06001429B).

No problems.

### **WHAT CAN WE DO BETTER?**

Facilitate more of the process over the internet.

Tighter control over Green Township and their policies on private property!

I believe the department needs to ask individuals if they are 1<sup>st</sup> time applicants. In addition, a separate form could be used for 1<sup>st</sup> timers. I felt uncomfortable about what I had to do and the front desk handled me as someone who had used their services before. The type of inspections needed during the building should be explained better. Again, a sheet for 1<sup>st</sup> timers would be very helpful.

For a population of employees–outside–the–home households, inspections would be more convenient on week-ends, or between 5 & 7 p.m.

Nothing as far as my experience, everything went easy.

Have both inspections done same day.

### **WHAT CAN WE DO BETTER?**

#### **Continued**

The plan review need to be faster and business hour open longer hours. (sic)

Be careful to avoid ambiguity when describing a deficiency that needs attention/rework.

Good enough.

Nothing.

Send survey in a timely manner.

Utilize the talents of associates like Ms. Rhude to develop newly hired plan examiners. Thank you again Ms. Rhude for your dedication to your job.

Nothing – Inspectors arrived promptly & answered all my questions & explained all procedures.

I found the forms about inspection return by phone confusing – It was the code to be programmed in – I think that was for the gas but not sure – It had alphabet & numbers something like - Code was PI0022M. (sic)